

AGN. NO. \_\_\_\_\_

MOTION BY SUPERVISOR ZEV YAROSLAVSKY AND  
SUPERVISOR DON KNABE

SEPTEMBER 23, 2003

On August 12, 2003 the Board voted to inform the California Public Utilities Commission (PUC) of its strong support for implementation of the 2-1-1 telephone system in Los Angeles County which will provide all County residents with 24 hour access to information and referrals to a wide variety of public and private community based services throughout the County. In its communication to the PUC, the Board acknowledged the pending designation of InfoLine as the sole applicant for this service and indicated no objection to this selection. Since the Board action, InfoLine has submitted a comprehensive 2-1-1 business plan to the Chief Administrative Office. The PUC has continued to accept public comments about the application process and has scheduled a meeting on October 2, 2003 to review all comments and approve its final resolution regarding the 2-1-1 service in Los Angeles County.

It has come to our attention that, in conjunction with the public review process, the PUC has received testimony characterizing the Board's August 12 action on this matter as a non-endorsement of InfoLine's 2-1-1 application. We believe this testimony, which has been widely distributed, is an inaccurate characterization of the Board's position regarding InfoLine. For this reason, it is necessary to set the record straight.

MOTION

MOLINA	_____
YAROSLAVSKY	_____
KNABE	_____
ANTONOVICH	_____
BURKE	_____

InfoLine has provided community information and referral services under contract with Los Angeles County for more than 20 years. InfoLine currently responds to more than 300,000 calls per year from County residents via a toll free 800 number. Its community resource database is a vast repository of information about community services in Los Angeles County, and its trained staff responders are a team of veteran professionals who have met the information and referral needs of Los Angeles County residents for two decades. To enhance its effectiveness, for years InfoLine has maintained productive referral linkages with other Countywide specialized information and referral services, and would continue to do so under the 2-1-1 designation. InfoLine is recognized by the National Alliance of Information and Referral Services and by the California Alliance of Information and Referral Services as the industry leader in this field.

The expansion of InfoLine's role to encompass the 2-1-1 responsibility is a major endeavor in which Los Angeles County and InfoLine staff are working diligently to address program, administrative and financial contingencies.

**WE, THEREFORE, MOVE** that the Board instruct the Executive Office to prepare a five-signature letter to the PUC conveying the information in this motion and expressing our clear support for the selection of InfoLine as the Los Angeles County's 2-1-1service agency.